



TELECOMMUNICATIONS DIVISION

AGENCY TELECOMMUNICATIONS REPRESENTATIVE

BULLETIN 02-16

DECEMBER 27, 2002

SUBJECT: UPDATED CALNET (CNT-001) TROUBLE REPORTING AND ESCALATION PROCEDURES

ACTION:

- Distribute copies of this bulletin to all Agency Telecommunications Representatives (ATRs) and staff responsible for CALNET telecommunications trouble reporting in your agency or department.
- This bulletin replaces ATR Bulletin 99-29 (dated September 22, 1999.) Also, please remove any telephone numbers and contact information from your files/data bases that do not correspond to the numbers on the attached CMAC Escalation Reference Guide.
- Update your agency or department internal Trouble Reporting Procedures for CALNET contracted services.

KEY POINTS:

- SBC-Pacific Bell and MCI WorldCom have a single trouble reporting and initial escalation procedure to follow with the California Major Accounts Center (CMAC) for all CALNET contracted services. **The CMAC toll-free number is (800) 303-0103.** It offers the following options:
 - Trouble-reporting for any CALNET services and/or escalation of any previously reported problems
 - Status on major outages
 - Service order inquiries
- In the case of an unsatisfactory response to a trouble report or initial escalation, additional procedures are in place to escalate and resolve reported problems (see attachments 1-3, listed on pg 2).

BENEFITS:

- The single CMAC trouble reporting and initial escalation telephone number provides a central contact to facilitate timely responses to agency or departmental trouble reports.
- The CMAC is staffed 24 hours a day, 7 days a week.
- Additional escalation procedures promote effective problem resolution.
- Using the updated telephone number and contact information will reduce delays in obtaining trouble-reporting assistance.

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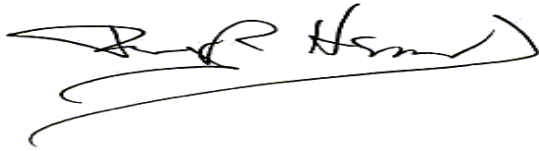
December 27, 2002

BACKGROUND

Trouble reporting and escalation procedures are the processes used by agencies and departments to order repairs due to disruptions in telecommunications and data services. This bulletin updates those procedures for trouble reporting and escalation for all CALNET contracted services.

To view previous ATR bulletins, refer to the DGS Telecommunications website at <http://www.td.dgs.ca.gov> (click on Network Publications on the right side of the page, then scroll down to the ATR bulletins).

If you have questions concerning this bulletin, please call the DGS-TD Resource Communications Center at (916) 657-9903 and request to speak to a Customer Account Manager.

A handwritten signature in black ink, appearing to read "Barry R. Hemphill", with a long horizontal flourish underneath.

BARRY R. HEMPHILL
Deputy Director for Telecommunications

BRH:GG:pc

Attachments

1. [TROUBLE-REPORTING AND ESCALATION PROCEDURES](#)
2. [CMAC TROUBLE-REPORTING AND ESCALATION SUMMARY](#)
3. [CMAC ESCALATION REFERENCE GUIDE](#)

TROUBLE REPORTING AND ESCALATION PROCEDURES

DGS-TD OFFICE OF NETWORK SERVICES

TROUBLE REPORTING

The California Major Accounts Center (CMAC) is the trouble-reporting center for CALNET Contract customers. The center is responsible for receiving customer reports and electronically relaying the reports to the groups responsible for resolution 24 hours a day, 365 days a year. The CMAC personnel may also escalate reports, as well as directly connect you to a supervisor.

The number to use for reporting CALNET Contract service trouble is 800-303-0103.

Due to the complexity of the services provided and agency equipment types, it is essential that agencies isolate trouble before reporting to CMAC. A few extra minutes to properly identify, isolate, and report a problem may save hours in resolution time. Reporting an incorrect problem or circuit number may cause extended delays in the contractor's ability to deploy the appropriate staff to repair the problem (If not sure how to perform basic trouble isolation, agencies may call the CMAC for information.)

When reporting trouble, please be ready to provide the following information to the CMAC (800-303-0103) personnel:

- Agency name, name, and telephone number of the individual reporting the trouble
- Address or location of the trouble
- Telephone number(s)/circuit number(s) with trouble
- Name of Provider of service, if known. (i.e. Pacific Bell, MCI, and/or other provider)
- Nature of the trouble condition
- What the circuit is used for (voice or data)
- Any access restrictions that may apply:
 - a. Hours building/room open for access
 - b. Building pass requirements
 - c. On site contact person and telephone number
- Requested service restoration date and time, and the reason restoration is needed by that time. Agencies have the right to request whatever restoration commitment time deemed necessary
- For urgent restorations ask for call back status
- Note the name of the CMAC representative taking the report, time of report, and trouble ticket number

For reference, follow-up and/or escalation purposes, please be sure to take down the ticket number information before hanging up.

ESCALATION

The type of line or circuit in trouble determines which specific contractor/vendor work group will be responsible for repair. If the contractor's performance does not meet your expectations, please follow the process below for escalation purposes.

This process assumes that normal reporting procedures have been followed and that satisfactory progress is not being made.

Contact the CMAC (800-303-0103) and ask to be connected to the appropriate Supervisor responsible for line or circuit in trouble.

Inform Supervisor that you are escalating the trouble ticket and require a current status with ETR (estimated time of restoration). Please be sure to have the ticket number available for trouble being escalated, otherwise the escalation may be delayed. **Remember that a trouble must be reported before escalation may begin.**

If the new commitment is not acceptable, request to speak to the CMAC Manager.

If the CMAC Manager's response is still not acceptable, request to speak to the Regional Manager.

If you are unsatisfied with the CMAC response to the escalation at any time, please call a DGS-TD representative at 916-657-6146.

Please remember all trouble reports, follow up, and initial escalations should be made to the CMAC.

CMAC Trouble Ticket Reporting and Escalation Summary

Fault Definitions

Minor Fault -- is defined as the loss of a single service type to a single user at a site.

For Data Services -- a minor fault is defined as a **trouble ticket** opened with the CMAC on a single circuit.

Major Fault -- is defined as a loss of multiple service types to a single user at a site, or the loss of a single service type to multiple users at a site.

For Data Services -- a major fault is defined as **trouble tickets** opened with the CMAC on five (5) or more physical circuit IDs (DS-1 or higher speed) at the same site.

Catastrophic Fault 1 (Cat 1) -- is defined as the total loss of all services at a site or building complex, or the total failure of an Enhanced Service (ACD, etc.) at a site.

For Data Services -- A Cat 1 Fault is defined as the total loss of all services at a site or building complex.

Catastrophic Fault 2 (Cat 2) -- is defined as a total failure of a service type in a local service area.

For Data Services -- A Cat 2 Fault is defined as a backbone failure or failure of any part of the switches resulting in failure of the backbone, or failure of all PVC's within a switch serving area. The outage start will be determined by the network alarm resulting from the outage-causing event or the opening of a **trouble ticket**, whichever occurs first.

Catastrophic Fault 3 (Cat 3) -- is defined as the total loss of more than one service type in a local service area, or the loss of any service type on a system-wide basis.

For Data Services -- A Cat 3 Fault is defined as the total loss of service on a system wide basis. The outage start will be determined by the network alarm resulting from the outage-causing event or the opening of a **trouble ticket**, whichever occurs first.

Minor and Major Faults

- To issue a trouble ticket, please call 800-303-0103. If you do not receive a status within **1 hour**, or you are unsatisfied with the response you receive at any time, you can ask to escalate the trouble.
- To begin the escalation, please call 800-303-0103 and ask to speak to a supervisor. If you have no response within **1 hour**, or you are unsatisfied with the response you receive you may escalate to the CMAC Manager.
- If you receive no response from the CMAC Manager within **1 hour**, or you are unsatisfied with the response you receive, you may escalate to the General Manager.
- If at any time during this process you are not satisfied with the response you have received, you may call DGS for assistance at 916-657-6146.

All Management contacts are listed on the CMAC Escalation Reference Guide for your convenience.

CMAC Trouble Ticket Reporting and Escalation Summary Continued

Cat 1 Fault

- To issue a trouble ticket, please call 800-303-0103. If you do not receive a status within **30 minutes**, or you are unsatisfied with the response you receive at any time, you can ask to escalate the trouble.
- To begin the escalation, please call 800-303-0103 and ask to speak to a supervisor. If you have no response within **30 minutes**, or you are unsatisfied with the response you receive you may escalate to the CMAC Manager.
- If you receive no response from the CMAC Manager within **30 minutes**, or you are unsatisfied with the response you receive, you may escalate to the General Manager.
- If at any time during this process you are not satisfied with the response you have received, you may call DGS for assistance at 916-657-6146.

All Management contacts are listed on the CMAC Escalation Reference Guide for your convenience.

Cat 2 Fault

- To issue a trouble ticket, please call 800-303-0103. If you do not receive a status within **15 minutes**, or you are unsatisfied with the response you receive at any time, you can ask to escalate the trouble.
- **Upon report of a Cat 2 trouble, the CMAC Supervisors and Manager will automatically be notified of the trouble.**
- To begin the escalation, please call 800-303-0103 and ask to speak to a supervisor. If you have no response within **15 minutes**, or you are unsatisfied with the response you receive you may escalate to the CMAC Manager.
- If you receive no response from the CMAC Manager within **15 minutes**, or you are unsatisfied with the response you receive, you may escalate to the General Manager.
- If at any time during this process you are not satisfied with the response you have received, you may call DGS for assistance at 916-657-6146.

All Management contacts are listed on the CMAC Escalation Reference Guide for your convenience.

Cat 3 Fault

- To issue a trouble ticket, please call 800-303-0103. If you do not receive a status within **5 minutes**, or you are unsatisfied with the response you receive at any time, you can ask to escalate the trouble.
- **Upon report of a Cat 3 trouble, the CMAC Supervisors, Manager, and Regional Manager will automatically be notified of the trouble.**
- To begin the escalation, please call 800-303-0103 and ask to speak to a supervisor. If you have no response within **5 minutes**, or you are unsatisfied with the response you receive you may escalate to the CMAC Manager.
- If you receive no response from the CMAC Manager **within 5 minutes**, or you are unsatisfied with the response you receive, you may escalate to the General Manager.
- If at any time during this process you are not satisfied with the response you have received, you may call DGS for assistance at 916-657-6146.

All Management contacts are listed on the CMAC Escalation Reference Guide for your convenience.

California Major Accounts Center (CMAC) Escalation Reference Guide - Contacts SBC Pacific Bell/MCI WorldCom and DGS-TD CALNET Contract CNT-001

Refer to the CALNET Contract, Service Level Agreements for the Escalation Intervals

To begin an escalation, please call:

CMAC Supervisor
800-303-0103



If unsatisfied with response, please ask for:

CMAC Manager
if Provisioning ask for Provisioning
or
if Maintenance ask for Maintenance

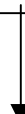


If unsatisfied with response, please ask for:

**CMAC General
Manager**

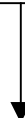
If unsatisfied with CMAC response at
any point, please call:

DGS-TD-ONS
916-657-6146



If unsatisfied with response, please ask for:
for:

**DGS-TD-ONS Technical
Section
Technical Support Supervisor**



If unsatisfied with response, please ask for:

**DGS-TD-ONS Technical
Section
Section Head**